

# Veterans' Health

SPRING • 2012

THE WELLNESS MAGAZINE  
FOR OHIO VETERANS



Access to care,  
close to home

Controlling  
chronic illness

Improving our  
Women's Health  
Centers



## To our readers

As the weather grows warmer and the flowers begin to blossom, it's time to start thinking about giving your health a boost.



In this issue of *Veterans' Health*, we provide a few tips to get you started.

On page 3, we provide information on our Clinical Video Tele-Health program. What better way to get control of your health than by having access to care closer to you?

On page 4, we introduce our *Healthy U* program, which can help if you suffer from a chronic illness. Pages 5 and 6 provide tips on getting active and eating right.

Over the past year, we've been working on improving services for our female Veterans. Page 7 provides information about design improvements to our Women's Health Centers.

As always, helping you feel your best is our top priority.

— Jack Hetrick, Network Director

## About our mailing list

We make every effort to ensure our mailing list is accurate. If you have questions or would like to be added to or deleted from the list, let us know. Please include your entire address. To make a change, you *must* mail the mailing panel to:

*Veterans' Health*

VA Healthcare System of Ohio Network Office

11500 Northlake Drive

Suite 200

Cincinnati, OH 45249



## New My HealtheVet features rolling out in 2012

- You can take care of pre-appointment screenings and questions online. Contact VA Specialty and Surgical care staff with *Secure Messaging*.
- If you were discharged after 1980, key parts of your DOD Military Service record may be available online through the **Blue Button**.

To access these features, upgrade your My HealtheVet account at your next appointment. Call your local My HealtheVet coordinator if you have any questions.

*Veterans' Health* is published quarterly as a patient education service by VA Healthcare System of Ohio, one of the 21 integrated networks of the Department of Veterans Affairs. The publication is intended to provide information to help you stay well, manage your health care and learn about the many health services available through VA. This publication is not intended as a substitute for professional medical advice, which should be obtained from your doctor. All articles may be reproduced for educational purposes.

**The Mission of VA Healthcare System of Ohio is:**

- To provide Veterans a continuum of care that is accessible, value-added and cost-effective, and of the highest quality, within an environment of outstanding education and research.
- To promote a culture that supports and develops a caring, compassionate, competent and quality-oriented workforce.

ON THE COVER: SHARON MCKENZIE, R.N., M.S.N., and CONNIE CALVERT, N.P., M.S.N.

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# Access to care, close to home

**B**e part of a community of Veterans who've taken control of their health care by using Clinical Video Tele-Health (CVT). This is real-time videoconferencing, and it's offered at your local VA.

CVT is designed to increase access to specialty care. You won't have to drive long distances for treatment. Using this technology, providers at one site can assess and manage your care while you're some place else. You can do this one-on-one or in a group setting. Patient benefits include:

- decreased travel
- increased access to clinical expertise and advice
- shorter wait times
- better decision-making

An example of CVT: Lori Quillen, R.D., L.D., C.D.E. (certified diabetes educator) uses CVT in several sites at the same time. "Patients with chronic diseases, such as diabetes, may feel like they don't have control over their disease. Self-management is lacking. It's important to improve patients' understanding of managing chronic disease. By using CVT for diabetes education, Veterans become more aware of what they need to do. This helps them gain back that control. I want patients to know how to manage their diabetes by changing their lifestyle," says Quillen. "With so many myths out there, people need to understand the true path they need to take for their own health," she adds.



Lori Quillen, R.D., L.D., C.D.E., uses CVT to instruct Veterans in multiple locations.

## Available Clinical Video Tele-Health programs

Amputation	Physical Therapy
Anesthesia Pre/Op	Post Traumatic Stress Disorder
Audiology	Psychosocial
Compensation & Pension	Rehabilitation & Recovery Center
Dermatology	Renal Clinic
Diabetes	Smoking Cessation
Endocrinology	Smoking Safety
General Surgery	Speech Therapy
Infectious Disease Clinic	Spinal Cord Injury
Mental Health (Individual & Group)	Substance Abuse Treatment
MH Psychology Clinic	Thoracic
MOVE! Classes	Traumatic Brain Injury
NeuroSurgery Pain Clinic	
Nutrition	
Orthopedics	
Pain (Primary Care & Mental Health)	

## Manage your health

**F**or more information about the CVT program or to schedule an appointment, call or e-mail your main point of contact below.

Facility	Contact	Phone number	E-mail
<b>CHILLICOTHE</b>	Jeaneen Summers	<b>740-773-1141 x6391</b>	jeaneen.summers@va.gov
<b>CINCINNATI</b>	Dietra L. Watson	<b>513-861-3100 x5644</b>	dietra.watson@va.gov
<b>CLEVELAND</b>	David Chmielewski	<b>440-526-3030 x7730</b>	david.chmielewski@va.gov
<b>COLUMBUS</b>	Craig Dickson	<b>614-257-5423</b>	craig.dickson@va.gov
<b>DAYTON</b>	Cyndie Janney	<b>937-268-6511 x5472</b>	cyndie.janney@va.gov



# Don't let chronic illness control you

One out of two Americans has a chronic disease. Many have more than one chronic illness. And one out of four is limited in what they can do in their daily life because of their chronic disease.

VA Healthcare System of Ohio is a partner with the Ohio Department of Aging offering a program to help people with chronic diseases and the people who take care of them. *Healthy U* is the program for you if you:

- have a long-term health problem such as arthritis, diabetes, lung disease, high blood pressure, chronic pain or depression
- feel limited in your daily activities
- feel tired, alone or stressed by your health problems
- are looking for better ways to manage your symptoms

The program consists of seven interactive classes that cover:

1. Ways to deal with stress, fatigue, pain and depression
2. Exercises to maintain and improve your strength, flexibility and endurance



3. How to best use medications
4. Ways to talk effectively with family, friends and health care providers
5. Healthy eating to control symptoms
6. Looking at the pros and cons of new treatments
7. Setting and meeting your personal goals

This isn't a program where you sit still and listen. You'll brainstorm solutions to resolve your problems and set goals. You can share your ideas and learn from others. The program is designed to help you succeed. Each person receives a free copy of *Living a Healthy Life with Chronic Conditions* (a 374-page self-management guide) and a relaxation CD.

*Healthy U* was designed by Stanford University, and is backed by 10 years' worth of data showing the benefits of this program. It's also sponsored by the U.S. Administration on Aging. *Healthy U* has helped others and it can help you:

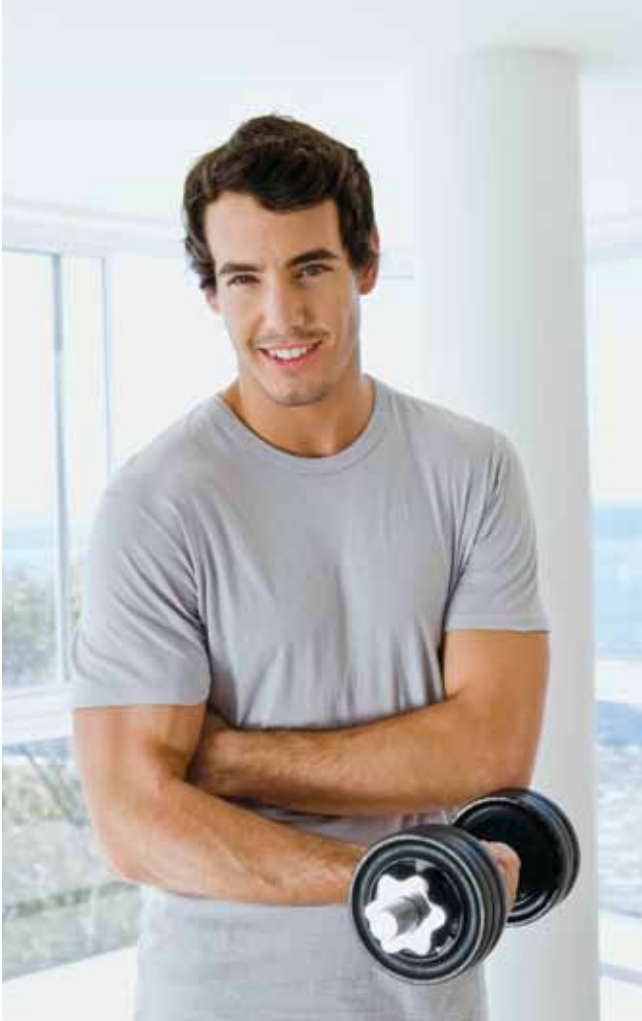
- increase your energy/feel less fatigued
- have better health
- have more coping strategies
- be more physically active
- manage your symptoms better
- visit the doctor less often
- talk with your health care providers
- reduce the need for doctor and ER visits

## Your health online

Communicate online with your VA health care team. *Secure Messaging* makes it easy. Request an appointment or renew a VA medication. Ask about nonurgent health concerns. First register for My Health<sup>e</sup>Vet at **[www.myhealth.va.gov](http://www.myhealth.va.gov)**. Then get in-person authentication at a VA health facility. Contact your local VA MyHealth<sup>e</sup>Vet coordinator with questions.

## Feel better, take charge!

If you're tired of feeling tired or if you just want to master your health, ask your local VA about the next available class. Call **1-866-243-5678** or visit **[www.aging.ohio.gov](http://www.aging.ohio.gov)** for an Ohio Department of Aging workshop near you.



## My HealthVet

**T**rack your daily exercise routine online or use printable worksheets. The My HealthVet Activity Journal makes it quick and easy. Use the **Vitals + Readings** feature to monitor and graph your heart rate, weight and more. Then print out your personal health record with the **Blue Button**. Register at [www.myhealth.va.gov](http://www.myhealth.va.gov).

# Get physical!

**D**id you know? Less than half of U.S. adults get the required amount of physical activity needed to stay healthy.

**All adults should avoid inactivity.** Some activity is better than none. If you do any amount of physical activity, you'll gain health benefits. Physical activity is safe for almost everyone. The health benefits far outweigh the risks.

Some of the benefits of regular physical activity include:

- managing your weight
- preventing and controlling diabetes
- sleeping better
- improving your mood
- lowering blood pressure
- helping you feel better
- lowering your cholesterol
- reducing risk of colon cancer and heart disease
- strengthening bones and preventing injury

The 2008 Physical Activity Guidelines for Americans recommends the following:

- Do at least 150 minutes a week of moderate intensity activity. This means working at a moderate level when you can talk but not sing.
- Do strength activities at least two days a week. This is where you work all your major muscle groups: legs, hips, back, chest, abdominals, shoulders and arms.

**How do you get started?** Do it your way! Choose activities that work for you and that you like. Be active for at least 10 minutes at a time. Start slowly and do a little more each time. Spread out activity over the week. Aim to be active at least 3 days each week.

Talk to your provider before starting to exercise if you:

- have a chronic condition such as diabetes, heart disease or arthritis
- have symptoms such as chest pain or pressure, dizziness or joint pain
- are concerned about a health issue
- want advice about the types and amounts of activity that are best for you

If you don't have a chronic condition or the symptoms above, just get started!



# Make a *MOVE!* to manage your weight loss

**M**ost people still believe that the kinds of foods they eat affect weight gain more than the amount of food they eat. Despite what you hear about low fat and low carb regimens, any type of food can lead to weight gain if you don't limit your intake. The science behind weight gain or loss is simple: Consume more calories than you expend, and you'll gain weight.

## Putting things back in perspective

Many Americans have trouble managing their weight. One reason is we don't have an accurate concept of healthy portion sizes. Oversized restaurant portions and larger amounts in packaged foods have led us to inaccurately redefine our views of "normal" sizes. This loss of perspective, along with the tendency to overeat, causes many people to underestimate how much they really eat.

## With so many temptations, how can you control portions?

- Be mindful at restaurants, which are notorious for serving up super-sized portions.
- Ask for half sized portions. If they're not available, eat only half the meal and save the other half for

lunch the next day. Or split the meal with a friend or family member.

## Taking note

Keep a food diary for at least one week and calculate how many calories you consume every day. The results are likely to surprise you. A food diary can also show you when you tend to eat because of boredom, stress or fatigue rather than physical hunger and it can point out lapses in your nutrition habits. For more nutrition and weight management tips, consult your local *MOVE!* Team. They can help you learn about meal planning, staying motivated and finding out what works for you.

## Visit My HealtheVet online

Use the My HealtheVet online food journal or printable worksheets to record your food intake quickly and easily. Make entries online or take your food journal with you. Locate **Journals** under **Track Health** on the My HealtheVet website. Register at **[www.myhealth.va.gov](http://www.myhealth.va.gov)**.





# Women's Health Centers get a face-lift

Over the past year, VISN 10 has been working to improve our Women's Health Centers. Changes were made based on the concept of providing care in a spa like and holistic setting. And, in a setting that's convenient, easy to access, private and safe. Research shows that these types of settings make women feel more at ease and relaxed. Most of our female Veterans receive their primary care and gynecological care in our Women's Health Centers.

Some of the design improvements include features such as:

- soft, modern lighting
- paint and/or wall coverings in relaxing earth tones
- modern, new artwork
- addition of children's activity areas
- new sound systems that play relaxing music in the waiting room

## VA announces PSA about women Veterans

As part of VA's ongoing efforts to change its culture to be more accommodating of women Veterans and honor the service they've given, the Department of Veterans Affairs has developed a 60-second public service announcement (PSA). You can view the PSA on YouTube at [www.youtube.com/watch?feature=player\\_profilepage&v=BOP5DCgJxPE](http://www.youtube.com/watch?feature=player_profilepage&v=BOP5DCgJxPE) and [www.va.gov](http://www.va.gov).

## Find what you need

Explore topics that relate to your body, mind and spirit. Visit the **Spirituality Healthy Living Center** at My HealthVet. Sign-up at [www.myhealth.va.gov](http://www.myhealth.va.gov).



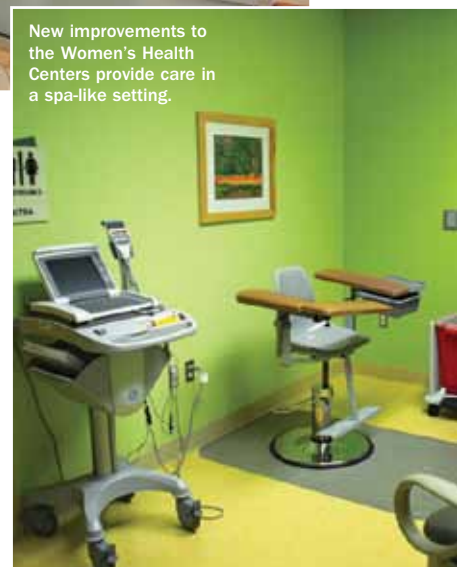
Upgrades to the private waiting rooms deliver comfort to female Veterans.



New improvements to the Women's Health Centers provide care in a spa-like setting.

- soft, warm robes (instead of paper gowns) for patients to wear during exams
- new plank flooring in most locations

VA hopes these changes will help create a healing, supportive setting for female Veterans.



## Committed to offering the best care

VA wants women to feel more satisfied and comfortable with where they receive their health care. The 2011 face lift projects were part of that effort. "We hope that when women walk through our doors, they experience feelings of comfort, serenity and pride," says Tamara Grimm, Lead Women Veterans Program Manager for VISN 10. "We want them to know that we're committed to offering them the best possible care. And, we want them to feel inspired to take charge of every aspect of their health and wellness."

Other improvements include:

- improved Women's Health Center signage
- separate female-only waiting rooms
- private check-in stations
- female-centered literature and magazines in waiting rooms and exam rooms



## Reaching us is easy

Keep this information handy when you need us, we'll be there.

### Northeastern Ohio

**Wade Park VAMC**  
10701 E. Blvd.  
Cleveland, OH 44106  
216-791-3800

**Akron Annex**  
95 W. Waterloo Road  
Akron, OH 44319  
330-724-7715

**Akron CBOC**  
55 W. Waterloo Road  
Akron, OH 44319  
330-724-7715

**Canton CBOC**  
733 Market Ave. S.  
Canton, OH 44702  
330-489-4600

**East Liverpool CBOC**  
15655 state Route 170,  
Suite A  
East Liverpool, OH 43920  
330-386-4303

**Lorain CBOC**  
205 W. 20th St.  
Lorain, OH 44052  
440-244-3833

**Mansfield CBOC**  
1456 Park Ave. W., Suite N  
Mansfield, OH 44906  
419-529-4602

**McCafferty CBOC**  
4242 Lorain Ave.  
Cleveland, OH 44113  
216-939-0699

**New Philadelphia CBOC**  
1260 Monroe Ave.,  
Suite 1A  
New Philadelphia, OH 44663  
330-602-5339

**Painesville PC CBOC**  
7 W. Jackson St.  
Painesville, OH 44077  
440-357-6740

**Painesville MH CBOC**  
54 S. State St.  
Painesville, OH 44077  
440-357-6740

**Parma CBOC**  
8701 Brookpark Road  
Parma, OH 44129  
Coming in 2012

**Ravenna CBOC**  
6751 N. Chestnut St.  
Ravenna, OH 44266  
330-296-3641

**Sandusky CBOC**  
3416 Columbus Ave.  
Sandusky, OH 44870  
419-625-7350

**Warren CBOC**  
1460 Tod Ave. N.W.  
Warren, OH 44485  
330-392-0311

**Youngstown CBOC**  
2031 Belmont Ave.  
Youngstown, OH 44505  
330-740-9200

### Southeastern Ohio

**Chillicothe VAMC**  
17273 state Route 104  
Chillicothe, OH 45601  
740-773-1141 or 1-800-358-8262

**Athens CBOC**  
510 W. Union St., Suite B  
Athens, OH 45701  
740-593-7314

**Cambridge CBOC**  
2146 Southgate Parkway  
Cambridge, OH 43725  
740-432-1963

**Lancaster CBOC**  
1550 Sheridan Drive, Suite 100  
Collonade Medical Building  
Lancaster, OH 43130  
740-653-6145

**Marietta CBOC**  
418 Colegate Drive  
Marietta, OH 45750  
740-568-0412

**Portsmouth CBOC**  
840 Gallia St.  
Portsmouth, OH 45662  
740-353-3236

**Wilmington Outreach Clinic**  
448 W. Main St.  
Wilmington, OH 45177  
937-382-3949

### Southwestern Ohio area

**Cincinnati VAMC**  
3200 Vine St.  
Cincinnati, OH 45220  
513-861-3100 or 1-888-267-7873

**Bellevue, KY CBOC**  
103 Landmark Drive, 3rd Floor  
Bellevue, KY 41073  
859-392-3840

**Brown County Outreach Clinic**  
4903 state Route 125  
Georgetown, OH 45121  
937-378-3413

**Clermont County CBOC**  
4600 Beechwood Road  
Cincinnati, OH 45244  
513-943-3680

**Dearborn, IN CBOC**  
1600 Flossie Drive  
Greendale, IN 47025  
812-539-2313

**Florence, KY CBOC**  
7711 Ewing Blvd.  
Florence, KY 41042  
859-282-4480

**Hamilton CBOC**  
1750 South Erie Highway  
Hamilton, OH 45011  
513-870-9444

### Western Ohio area

**Dayton VAMC**  
4100 W. Third St.  
Dayton, OH 45428  
937-268-6511

**Lima CBOC**  
1303 Bellefontaine Ave.  
Lima, OH 45804  
419-222-5788

**Middletown CBOC**  
4337 N. Union Road  
Middletown, OH 45005  
513-423-8387

**Richmond, IN CBOC**  
4351 S. A St.  
Richmond, IN 47374  
765-973-6915

**Springfield CBOC**  
512 S. Burnett Road  
Springfield, OH 45505  
937-328-3385

### Central Ohio

**Columbus VAACC**  
420 N. James Road  
Columbus, OH 43219  
614-257-5200

**Grove City CBOC**  
1955 Ohio Drive  
Grove City, OH 43123  
614-257-5800

**Marion CBOC**  
1203 Delaware Ave.  
Corporate Center #2  
Marion, OH 43302  
740-223-8809

**Newark CBOC**  
1855 West Main Street  
Newark, OH 43055  
740-788-8329

**Zanesville CBOC**  
2800 Maple Ave.  
Zanesville, OH 43701  
740-453-7725